

PROPERTY SERVICES PANEL

TERMS OF REFERENCE

Our Purpose

The Property Services Panel is a sub group of Community Voice and has been established to maximise the customer engagement in, and to influence improvements to the Property service.

The panel will aim to review standards, monitor performance and procedures and influence the decision making criteria, whilst taking into account value for money, regulatory requirements and agreed service standards.

The panel will aim to monitor progress on the organisations development programme and influence the design and specification used on new build programmes. While taking into account value for money, statutory requirements and regulations which need to be met in relation to new builds.

The panel will also help to raise awareness of Property Services to Ongo tenants and stakeholders.

Terms of Reference

The Property Services Panel will ensure the following takes place:

1. **Communication**

Takes opportunities to champion the work of Maintenance and other areas represented by the Property Services team within Ongo to its stakeholders.

2. **Effective performance monitoring**

The panel will monitor customer service delivery performance, whilst considering trends and solutions put in place to ensure the work is being carried out effectively and efficiently.

To develop and implement processes that enable standards to be met and analyse data from surveys and questionnaires to identify trends and possible service improvement actions.

Representatives from the panel will be invited to attend site visits (where required) to influence possible improvements.

3. **Value for Money**

Prioritise VFM and ensure that along with economy and saving money, the impact on the environment is also considered thus maximising the effectiveness and efficiency of the service and ensuring that customer satisfaction and 'right first time' targets are met.

4. **Address Diversity issues**

Research any special requirements that may need to be considered for diverse groups such as ethnic minorities and vulnerable tenants.

5. **Feedback**

The panel will give regular feedback to all the relevant stakeholders raising awareness of Maintenance and Property services whilst also promoting and celebrating the successes whenever the opportunity arises.

6. **Structure and Membership**

As a minimum the panel will meet every 12 weeks and will be comprised of the following members:

- ✓ Head of Property
- ✓ Relevant Manager/s from maintenance team as required
- ✓ Relevant Manager/s from new developments as required
- ✓ Relevant Manager/s from projects & compliance as required
- ✓ Relevant Manager/s from Neighbourhood Services
- ✓ Customer Engagement representative
- ✓ Customer Service representative (additional member - when available)
- ✓ Maximum of 8 Tenant Representatives

Focus groups may be put in place when specific issues arise that may require the expert opinion of members of the group. These groups could include all or part of the membership dependent on the subject matter. Tenant representatives will be asked to feedback from these groups at the main panel meetings.

The term of membership will be a rolling 12 months period from the date of this Terms of Reference and will be subject to an annual review.

If the panel were to reach their maximum number of Tenant Representatives and there is a waiting list of new tenants interested, the current members and length of time involved would need to be considered (to allow new members to join). This would be discussed with the panel to ensure there continues to be a diverse range of members are involved.

Individuals will be expected to show their commitment by attending and contributing at meetings regularly.

Any member who is absent for three consecutive meetings without an apology or a legitimate reason will be sent a letter from the Customer Engagement Manager to establish future intent.

A guest observer will be allowed to attend a meeting at their request and approved by the panel members.

7. For each specific meeting:

Members of the panel are invited to bring their own experiences of any recent experiences that they have had with the property services team, with the aim of learning from and making improvements to the process where required.

A member of staff from Property Services will be invited to share their experience of working for Ongo Homes.

The quorum for meetings will be a minimum of seven, of which four will be tenants.

8. Management & Co-ordination of Meetings

The Head of Property will act as Lead Officer to guide the direction and the work of the panel and to co-ordinate meeting cycles.

The Lead Officer will decide on the most appropriate method for holding meetings which will include a variety of, face to face (at a suitable venue) or virtual using Microsoft Teams. This will depend on the type of meeting and items to be discussed.

The chair for each meeting will be the Head of Property or a Manager from Property Services and will be nominated on a rota basis.

Administrative support will be provided by the Maintenance Team, e.g. the convening of meetings, preparation of the agenda and the taking, production and distribution of the minutes.